



**DEPLOYMENT GUIDE**

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# **Poly Rove DECT IP Phone for Microsoft Teams SIP Gateway**

**For Microsoft Teams Admin Center Administrators**

## **GETTING HELP**

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the [Poly Online Support Center](#).

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# Contents

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<b>Before You Begin</b> .....	<b>3</b>
Audience, Purpose, and Required Skills .....	3
Privacy Policy.....	3
Related Poly and Partner Resources .....	3
<b>What Can Poly Rove Do with Microsoft Teams?</b> .....	<b>4</b>
<b>Setup Requirements</b> .....	<b>6</b>
<b>Deploying Poly Rove DECT IP Phones with Microsoft Teams SIP Gateway</b> .....	<b>7</b>
Factory Reset the Poly Rove Base Station.....	7
Pair a Wireless Handset to a Base Station.....	7
Update Poly Rove Firmware to a Version Certified for Microsoft Teams SIP Gateway .....	8
Connect Poly Rove to the Microsoft Teams SIP Gateway Onboarding Server.....	9
Add a Poly Rove Handset as a New Device in the Microsoft Teams Admin Center.....	9
Remotely Sign into the Poly Rove Handset.....	12
Verify Poly Rove on Microsoft Teams SIP Gateway .....	14
Sign Out the Poly Rove Handset.....	15
<b>Troubleshooting</b> .....	<b>16</b>
Caveats.....	16
Re-onboard a Wireless Handset .....	16
Enable SIP Debug Logs .....	17
View SIP Logs in the System Web Interface .....	18
Configure the Syslog Server .....	18

# Before You Begin

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## Audience, Purpose, and Required Skills

This guide is intended to provide administrators of Microsoft Teams admin center with the steps to set up Poly Rove DECT IP phones with Microsoft Teams SIP Gateway service.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

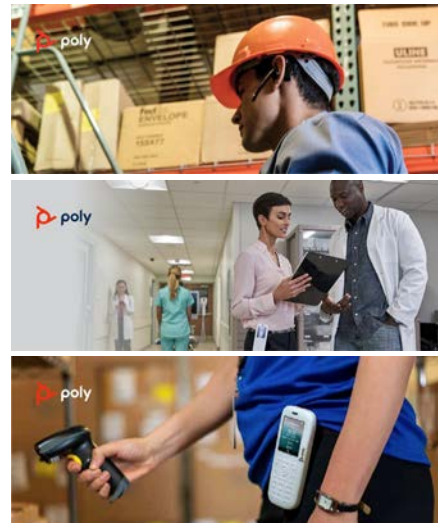
# What Can Poly Rove Do with Microsoft Teams?

Poly Rove is a multi-cell DECT wireless phone solution that you can configure with the Microsoft Teams SIP Gateway.

The DECT solution supports multiple handsets with individually signed-in Microsoft Teams accounts.

It's positioned as a common area phone solution that IT can control via the Microsoft Teams admin center.

It's suitable for vertical markets, such as retail, healthcare, and manufacturing, that need a reliable and secure DECT wireless solution for Microsoft Teams.



## Supported Features

Features	Microsoft Teams SIP Gateway
Sign-In	Remote Web Sign-in <b>Note:</b> There isn't a Sign In menu on Poly Rove.
Calling Functions: <ul style="list-style-type: none"> <li>Incoming and Outgoing Calls</li> <li>Hold and Resume</li> <li>Blind Transfer and Consult Transfer</li> <li>Call Forward</li> <li>Do Not Disturb (DND)</li> <li>Microphone Mute</li> </ul>	Supported
Merge Call and Promote to Conference	Local Conference Only
Voicemail and Message Waiting Indicator (MWI)	Supported
Presence	Not Supported
Directory Search	LDAP Integration (Optional)
Contacts and Favorites	Local Contacts (Optional)
Calendar Join	Manual dial to audio conference
Boss-Admin	Not Supported
Hot Desking	Not Supported
Walkie-Talkie (Group Paging)	Not Supported
Advance Conference Controls	Not Supported

<b>Features</b>	<b>Microsoft Teams SIP Gateway</b>
Response Groups	Not Supported
Better Together	Not Supported
Microsoft Teams Failover	Not Supported
E911 support	Static emergency calling and location support
CAP Accounts	Supported
Centralized Management	Poly Lens and Microsoft Teams admin center

# Setup Requirements

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Before you get started, ensure that your network and devices meet the following requirements:

- Poly Rove B2 or Rove B4 base stations with Poly Rove 30 or Rove 40 wireless handsets with firmware 8.0.3.0010 or later

To learn more on how to update Poly Rove devices, see the *Poly Rove DECT IP Phone Administrator Guide*: <https://docs.poly.com/bundle/rove-ag-current>


- A Microsoft Teams tenant enabled with Microsoft Teams SIP Gateway  
Refer to Microsoft SIP Gateway documentation to learn more on prepping your network environment: <https://docs.microsoft.com/en-us/microsoftteams/sip-gateway-configure>
- Microsoft Teams accounts with PSTN connectivity via Microsoft Calling Plan, Operator Connect, or Direct Routing
- Administrator access to Microsoft Teams admin center
- Firewall ports enabled for the Microsoft Teams SIP Gateway Service

# Deploying Poly Rove DECT IP Phones with Microsoft Teams SIP Gateway

## Factory Reset the Poly Rove Base Station

Before deploying your existing Poly Rove DECT IP phone with Microsoft Teams SIP Gateway, you must reset the devices to factory defaults. If you are deploying Poly Rove products directly out of the box, you don't need to factory reset the devices.

### Procedure

- 1 On the top of the base station, press and hold the **Pair**  key for 20 seconds or until the LED indicator turns from solid orange to solid red. Release it when it turns solid red.  
The LED indicator flashes red when the factory reset starts. When the reset is complete, the LED indicator turns solid green.

## Pair a Wireless Handset to a Base Station

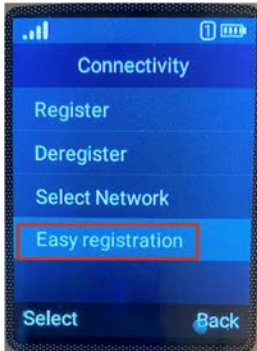
You can manually pair a Poly Rove wireless handset to a Poly Rove base station.

### Procedure

- 1 Enter the base station's IP address into a web browser.  
You can find the IP address of the base station using any of the wireless handsets. On a wireless handset, select **More** then enter \*47\* on the keypad.
- 2 In the system web interface, go to **DECT Wireless > Handset Summary**.
- 3 Under **Specific Handsets**, select an index number for the handset you're registering, then select **Register**.



- 4 On the wireless handset, go to **Menu > Settings**.
- 5 Select **Connectivity > Easy Registration**.



## Update Poly Rove Firmware to a Version Certified for Microsoft Teams SIP Gateway

Poly Rove supports Microsoft Teams SIP Gateway with firmware version 8.0.3.0010 or later. You must update the device firmware to the certified version before onboarding the devices using Microsoft Teams provisioning.

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**Note:** Poly Lens, RealPresence Resource Manager, and PDMS-E don't support provisioning and management services for Poly Rove.

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To learn more on how to update Poly Rove, see the *Poly Rove DECT IP Phone Administrator Guide*: <https://docs.poly.com/bundle/rove-ag-current>

You can upgrade Poly Rove using your own web server or directly from Poly Server. See the following steps on updating your devices directly from Poly Server.

You can download the Poly Rove firmware from the [Poly Support](#) site.

### Procedure

- 1 Enter the base stations IP address into a web browser.
- 2 In the system web interface, go to **System Management > Auto Provisioning**.
- 3 Configure the following settings and values:

Parameter	Value
<b>FirmwareServer</b>	Enter your web server address or the Poly update server address: <a href="http://downloads.polycom.com">http://downloads.polycom.com</a>
<b>FirmwarePath</b>	/voice/dect-ip-phones/Rove/
<b>Method</b>	System Start
<b>BaseFwVersion</b>	8003
<b>BaseFwBranch</b>	0010
<b>Rove30FwVersion</b>	8003
<b>Rove30BranchVersion</b>	0010



<b>Rove40FwVersion</b>	8003
<b>Rove40BranchVersion</b>	0010

- 4 Select **Submit**, then reboot the system.

## Connect Poly Rove to the Microsoft Teams SIP Gateway Onboarding Server

You can onboard Poly Rove to one of three regional Microsoft Teams SIP Gateway provisioning servers.

### Procedure

- 1 In the system web interface, go to **System Management > Auto Provisioning**.
- 2 Under **ITSP Provisioning**, configure the following settings:

Parameter	Value
<b>Method</b>	Periodically
<b>Interval</b>	3600
<b>ProvisioningOption</b>	ConfigURL
<b>ConfigURL</b>	<p>Enter one of the three regional provisioning servers where you have deployed the Poly Rove devices:</p> <p>North America:  <a href="http://noam.ipp.sdg.teams.microsoft.com/00\${IPEI}.cfg">http://noam.ipp.sdg.teams.microsoft.com/00\${IPEI}.cfg</a></p> <p>Europe, Middle East, and Africa:  <a href="http://emea.ipp.sdg.teams.microsoft.com/00\${IPEI}.cfg">http://emea.ipp.sdg.teams.microsoft.com/00\${IPEI}.cfg</a></p> <p>Asia Pacific:  <a href="http://apac.ipp.sdg.teams.microsoft.com/00\${IPEI}.cfg">http://apac.ipp.sdg.teams.microsoft.com/00\${IPEI}.cfg</a></p>

- 3 Select **Submit**, then reboot the system.

## Add a Poly Rove Wireless Handset as a New Device in the Microsoft Teams Admin Center

The Poly Rove base stations have a single MAC address, so to create a device with a specific Poly Rove handset, use the IPEI address of the handset rather than the base station MAC address.

### Procedure

- 1 Log into Microsoft Teams admin center.
- 2 Select **Teams devices > SIP devices**.

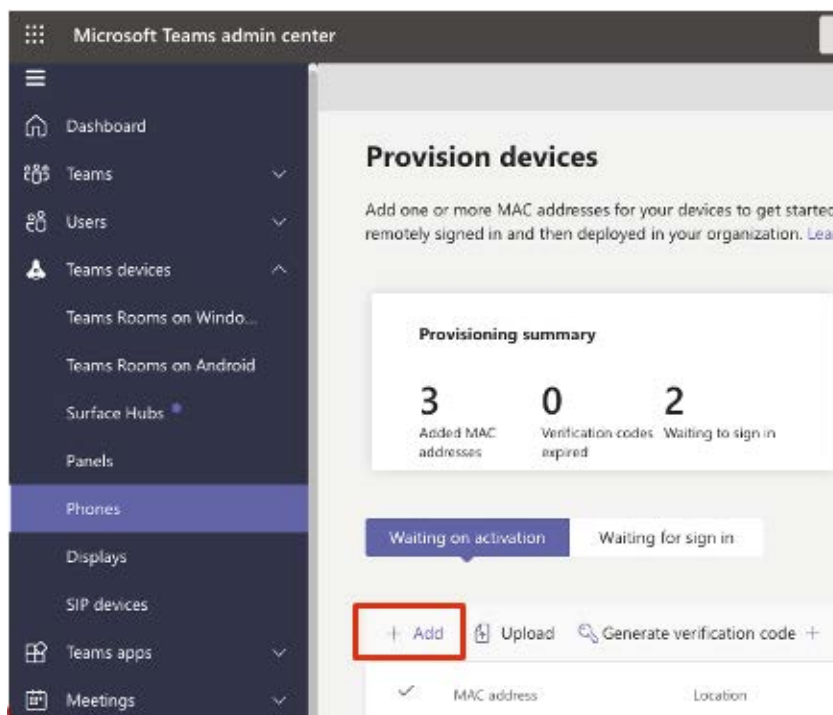
- 3 On the top right corner of the screen, select **⋮** and select **+Provision devices**.



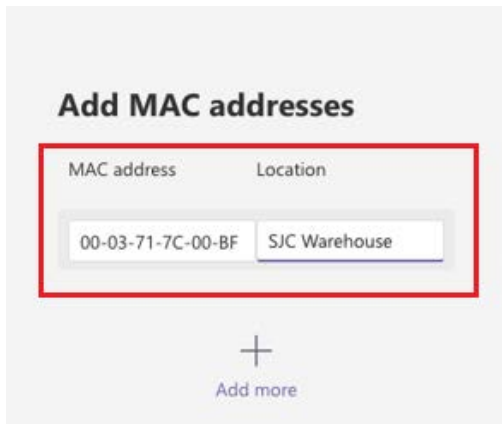
- 4 Locate the IPEI of the Poly Rove handset you are onboarding.  
You can find the IPEI underneath the handset battery cover, under **Menu > Info** on the wireless handset, or in the system web interface under **DECT Wireless > Handset Summary**.



- 5 In the Microsoft Teams admin center, select **+Add**.



- In the **MAC address** field, enter **00** followed by the IPEI address of the wireless handset, then enter the handset's location in the **Location** field.

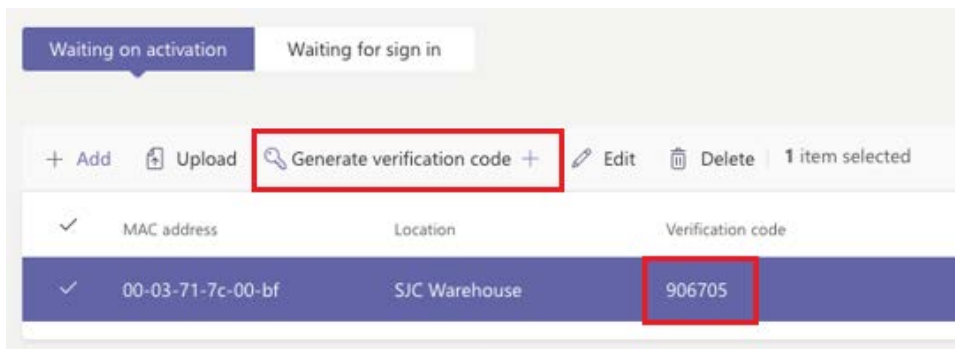



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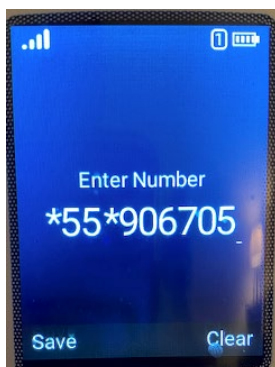
**Note:** Do not enter the MAC address of the base station.

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- Select **Generate verification code**.



- On the wireless handset, enter **\*55\*<verification code>**, then select the **Call** or **Speakerphone** key.



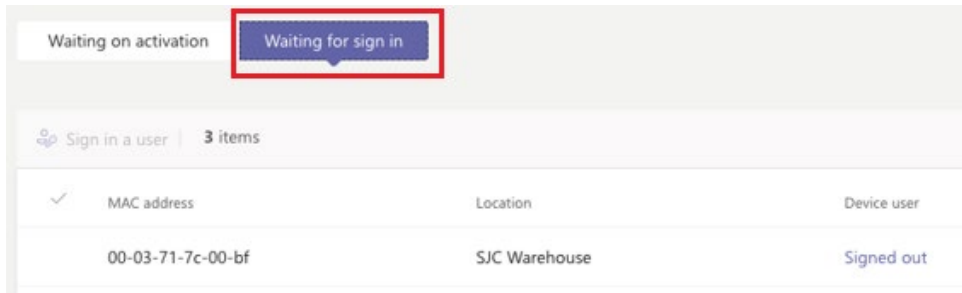
- Listen for three busy signal tones, then end the call.  
The Poly Rove wireless handset successfully pairs to your tenant and moves from the **Waiting on activation tab** to the **Waiting for sign in** tab.

## Remotely Sign into the Poly Rove Wireless Handset

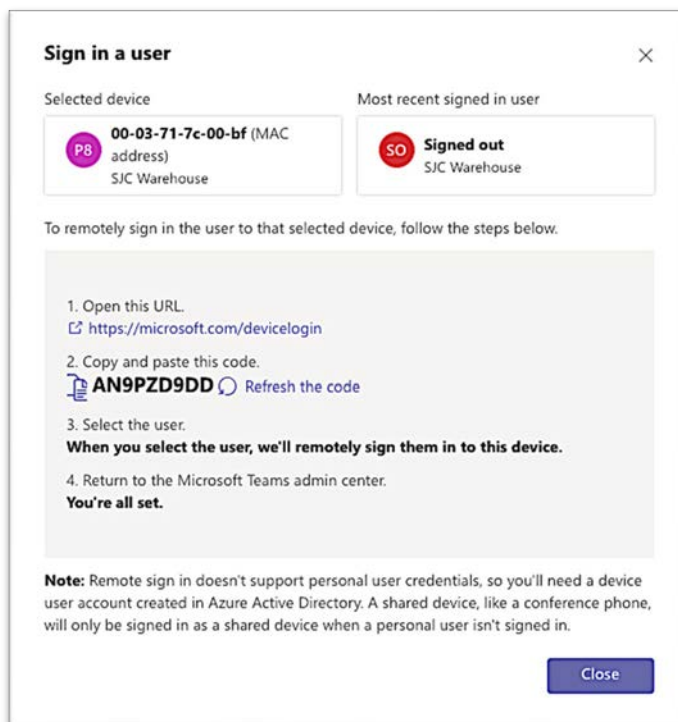
You can use the Microsoft Teams admin center to remotely sign into the Poly Rove wireless handset.

### Procedure

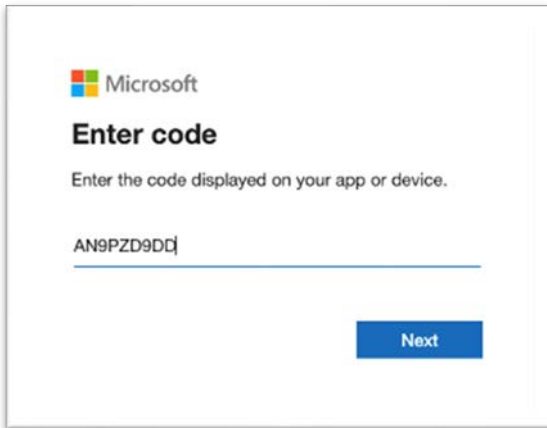
- 1 In the Microsoft Teams admin center, select the **Waiting for sign in** tab.
- 2 Select the Poly Rove handset, then select **Sign in a user**.



The admin center generates a web sign-in code for the device. This action can take up to 1 minute.



- Using a different web browser tab, follow the web sign-in steps.

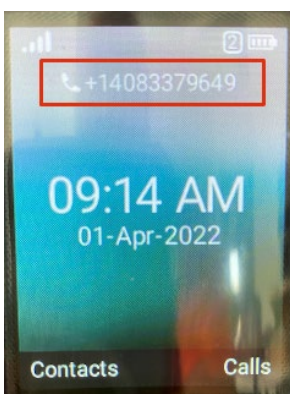


- Sign in with the account you want designated to the Poly Rove wireless handset.



- Verify that the Poly Rove wireless handset successfully signed into your account.

The status on the wireless handset changes from **Sign In** to the assigned phone number for the designated Microsoft Teams account.



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**Note:** After you sign the first Poly Rove wireless handset into the Microsoft Teams SIP gateway, it reboots several times as it prepares configurations for registering with the SIP Gateway. Subsequent Poly Rove wireless handsets that sign into the SIP Gateway won't require reboots, which will prevent interruption of existing handsets configured and in use.

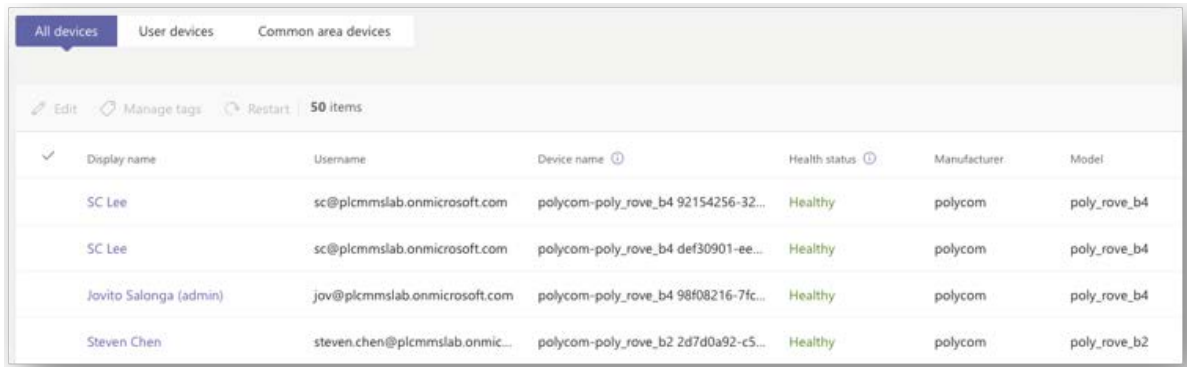
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# Verify Poly Rove on Microsoft Teams SIP Gateway

## Procedure

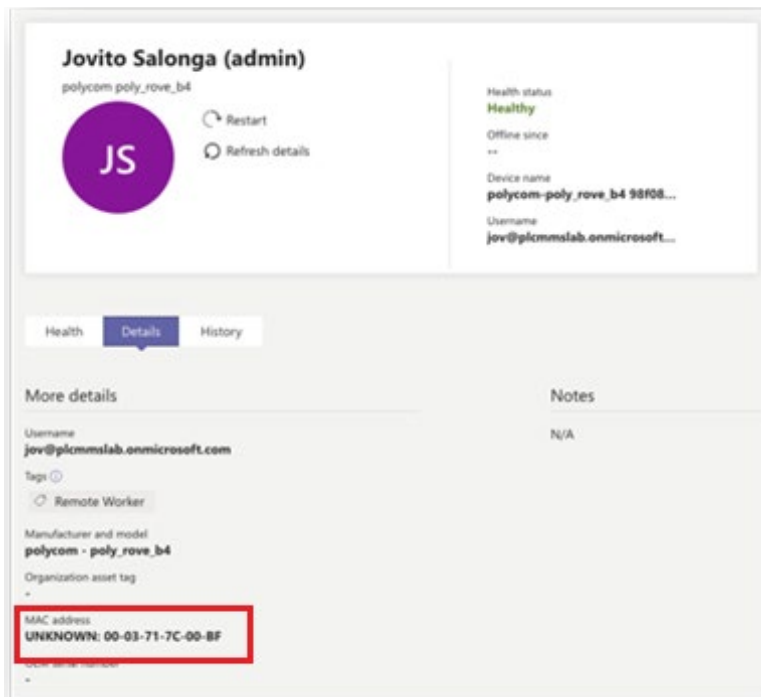
- 1 In the Microsoft Teams admin center, go to **Teams devices > SIP devices**, and verify that the Poly Rove wireless handsets display in the list of devices.

Successful sign-in shows **Healthy** in the **Health status** column, and the signed-in user information displays in the **SIP Devices** view. The Microsoft Teams admin center displays the associated Poly Rove base station model, not the wireless handset model.



✓	Display name	Username	Device name	Health status	Manufacturer	Model
	SC Lee	sc@plcmmslab.onmicrosoft.com	polycom-poly_rove_b4 92154256-32...	Healthy	polycom	poly_rove_b4
	SC Lee	sc@plcmmslab.onmicrosoft.com	polycom-poly_rove_b4 def30901-ee...	Healthy	polycom	poly_rove_b4
	Jovito Salonga (admin)	jov@plcmmslab.onmicrosoft.com	polycom-poly_rove_b4 98f08216-7fc...	Healthy	polycom	poly_rove_b4
	Steven Chen	steven.chen@plcmmslab.onmic...	polycom-poly_rove_b2 2d7d0a92-c5...	Healthy	polycom	poly_rove_b2

The handset IPEI displays in the endpoint details.



**Jovito Salonga (admin)**  
polycom poly\_rove\_b4

Health status: **Healthy**  
Offline since: \*\*

Device name: polycom-poly\_rove\_b4 98f08...  
Username: jov@plcmmslab.onmicrosoft...

Restart  
Refresh details

Health | **Details** | History

**More details**

Username: jov@plcmmslab.onmicrosoft.com

Tags: Remote Worker

Manufacturer and model: polycom - poly\_rove\_b4

Organization asset tag: \*

MAC address: **UNKNOWN: 00-03-71-7C-00-BF**

Notes: N/A

# Sign Out the Poly Rove Wireless Handset

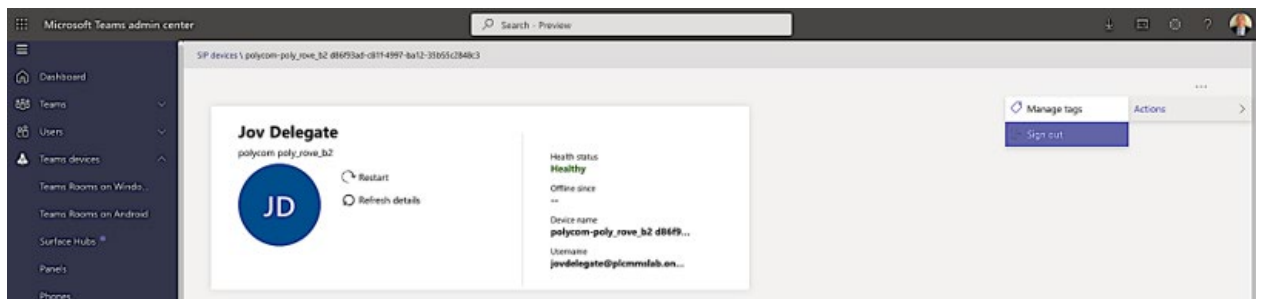
## Procedure

- 1 In the Microsoft Teams admin center, find and select the Poly Rove wireless handset you want to log out.



✓	Display name	Username	Device name	Health status	Manufacturer	Model
✓	Jov Delegate	jovdelegate@plcmmlab.onmicro...	polycom-poly_rove_b2 d86f93ad-c81f-4997-ba12-35b5c2848c3	Healthy	polycom	poly_rove_b2
	Jovito Salonga (admin)	jov@plcmmlab.onmicrosoft.com	polycom-poly_rove_b2 d00adca3-cbed-4631-8329-860ecee081	Healthy	polycom	poly_rove_b2

- 2 Expand the device details, then select **Actions > Sign out**.



# Troubleshooting

## Caveats

Keep the following in mind when troubleshooting any onboarding and provisioning issues.

- Re-onboarding a Poly Rove wireless handset generates a new device ID in the Microsoft Teams admin center. This is useful when the admin center is having problems generating a web sign-in code for the Poly Rove wireless handset.
- Microsoft Teams admin center doesn't automatically delete endpoints. However, it does purge stale endpoints over time.
- Don't set the Config Sync Interval to more than 3600 seconds. Microsoft Teams SIP Gateway provisioning has a race condition that causes the Poly Rove wireless handset to sign out of the account for a moment to get an updated configuration.

## Re-onboard a Wireless Handset

If you're unable to re-onboard the Poly Rove wireless handset or generate a web sign-in code, you can regenerate the device ID to re-onboard the device.

### Procedure

- 1 Do one of the following:
  - In the system web interface, go to **DECT Wireless** and select the handset you want to re-onboard. Under **Settings**, select the check box in the **Default** column for **HandsetURL**.



- Unpair and re-pair the wireless handset from the base station system web interface. This triggers an immediate re-onboarding of the wireless handset without causing the base station to disconnect from any other active handsets.

## Manually Unpair a Wireless Handset

If the wireless handset has connection issues or isn't functioning properly, you can manually unpair a Poly Rove wireless handset.

### Procedure

- 1 Enter the base station's IP address into a web browser.

You can find the IP address of the base station using any of the wireless handsets. On a wireless handset, select **More**, then enter **\*47\*** on the keypad.
- 2 In the system web interface, go to **DECT Wireless > Handset Summary**.
- 3 Under **Handset Status**, check the **"Delete"** box for the handset you're unpairing, then select **Delete**.



Handset Status										
Index	Locate	Delete	IPEI	Type	Status	Ext	FW Version	FW Update	SP Service	Server
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	03717C6262	Rove 30	Present@RPN=00		8002.3	Off	SP1	

- 4 To pair the handset back to the base station, follow the steps in [Pair a Wireless Handset to a Base Station](#).

## Enable SIP Debug Logs

Enable your Poly Rove devices to log all SIP debug messages to extend SIP logging to the Microsoft Teams admin center and Syslog, if enabled.

### Procedure

- 1 In the system web interface, go to **Service Providers > Common Settings**.
- 2 Under **SIP**, set **X-SIPDebugOptions** to **Log All Messages**.

The screenshot shows the Poly system web interface. On the left is a navigation menu with 'Common Settings' highlighted. The main content area is titled 'SIP' and contains a table of parameters. The 'X\_SipDebugOption' parameter is highlighted with a red box, showing its value as 'Log All Messages'. Below the SIP table is an 'RTP' table. A 'Verify Current' button is visible in the top right corner of the settings area.

Parameter Name	Value	Default
X_RebootOnResync	<input type="checkbox"/>	<input checked="" type="checkbox"/>
X_AcceptResync	yes without authentication	<input checked="" type="checkbox"/>
X_UseRport	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
X_UseDifferentSipPorts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
X_CommonSipPort	5060	<input checked="" type="checkbox"/>
DSCPMark	26	<input checked="" type="checkbox"/>
TcpKeepAliveInterval	120	<input checked="" type="checkbox"/>
X_UserAgentName	Poly/\${DM}-\${FWV} (\${MAC})	<input checked="" type="checkbox"/>
TimerB	32000	<input checked="" type="checkbox"/>
TimerF	32000	<input checked="" type="checkbox"/>
X_CheckFallbackInterval	60	<input checked="" type="checkbox"/>
X_SipDebugOption	Log All Messages	<input type="checkbox"/>

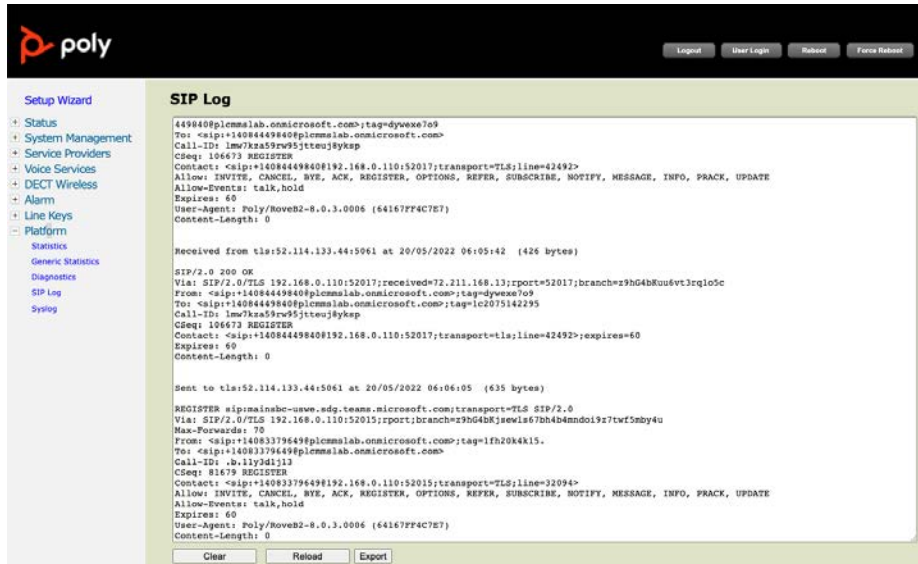
Parameter Name	Value	Default
LocalPortMin	16600	<input checked="" type="checkbox"/>
LocalPortRange	254	<input checked="" type="checkbox"/>
DSCPMark	46	<input checked="" type="checkbox"/>

## View SIP Logs in the System Web Interface

You can get a quick view of the SIP diagnostic messages in the system web interface. The system web interface limits the buffer size in this view, so you may need to run the Syslog server for a longer capture of SIP log messages.

### Procedure

- 1 In the system web interface, go to **Platform > SIP Log**.



## Configure the Syslog Server

You can configure Poly Rove devices to point to a Syslog server with a specific port and debug levels.

### Procedure

- 1 In the system web interface, go to **System Management > Device Admin**.
- 2 In the **Default** column, clear the check boxes for **Server** and **Level**.
- 3 Enter the **Server address** and select a **Level** from the drop-down menu.

